

Agent Status API

User Manual

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Overview

The Agent Status API is used to check the availability of live agents before transferring from any virtual assistant to ensure timely responses for the consumer.

This API shows real time agent status information across the entire site including business unit and agent group. For Historic agent status data, a separate daily batch feed is already in place.

Real time – real time data represents a current snapshot of the system data.

Historic – Data sits in the real time system for 2 hours. After 2 hours, the data disappears from real time and becomes historic.

Historic agent status is provided in a separate daily batch feed.

Base URI for Agent Status API

The URI will include version number v1 as in:

`https://api.touchcommerce.com/v1/agentstatus/realtime`

Authentication

Access to the API Service is session-based. Authentication is accomplished using HTTPS combined with secure cookies.

To authenticate and create a session:

1. Make a POST request to the following URL using the parameters in the table.

https://api.touchcommerce.com/j_spring_security_check

2. Capture the cookie that is returned when you successfully authenticate.
3. Use the cookie in subsequent requests to the API service.

To close a session, make a GET request, passing in the session cookie to the following URL:

<http://api.touchcommerce.com/logout>

Parameter Key	Value	Description
j_username	<username>	Specify the username of the API Service requester
j_password	<password>	Specify the password of the API Service requester
submit	Login	Specify the literal string "Login" to login

Example Authentication

This is a curl based authentication example:

```
curl -c cookie.txt -d
```

```
"j_username=foo%40ing.com&j_password=pass123&submit=Login"  
https://api.touchcommerce.com/j\_spring\_security\_check
```

To make one or more request queries, you must use the cookie obtained via authentication.

Sample Request

```
curl -b cookie.txt https://api.touchcommerce.com/...
```

Sample Logout

```
curl -b ./cookie.txt https://api.touchcommerce.com/logout
```

Note. The same session cookie can be used for multiple chat sessions.

Request Parameters

Parameter	Description	Values	Required	Info
agentGroup	Agent group ID.	single	This parameter or businessUnit is required	
businessUnit	Business unit (BU) ID.	single	This parameter or agentGroup is required	
endDate	Value format can be either an ISO format string that includes milliseconds or epoch time.		optional	This parameter is also provided in the Reporting API.
filter			optional	You can only filter on the
returnFields		multi-valued	optional	
site	Any authorized site ID	single	yes	This parameter is also provided in the Reporting API.
startDate	Value format can be either an ISO format string that includes milliseconds or epoch time.		optional	Same value as in the Reporting API.

Date Parameters

If only one date parameter is used, the API will return either the next or the previous 5 minutes. If neither **startDate** nor **endDate** is specified, the API will only return the last 5 minutes of agent status data.

Agent Identification

You can specify either business unit or agent group. Any agent that is a member of the requested business unit and/or agent group will be returned.

Agent Status

Agent status is the combination of the **eventType** (login, logout, available, busy) and the **busyReason** (lunch, break, etc.) Agent status values are configured at the site level via XML configuration files.

Sample Query

<https://api.touchcommerce.com/v1/agentstatus/realtime?site=306&businessUnit=22&agentGroup=&returnFields=agentID%2CeventType%2CbusyReason&output=json>

Response Fields

Parameter	Type	Required	Info
agentAttribute <name>	string	not by default	A custom attribute associated with an agent. For example <pre> "agentAttribute": {"location": ["San Diego", "Los Angeles"], "language": ["english", "Spanish"]} </pre>
agentID	string	by default	User name used by the agent to log into the Agent Interface.
busyReason	string	by default	
eventTime	string	by default	Time the agent changed their status. An object with both ISO (human readable) and timestamp (epoch time) fields.
eventType	string	by default	available, busy, login, logout, lost

Response Format

The response format can either be XML or JSON.

XML Sample

```
<agentStatusChanges>
  <agentStatusChange>
    <eventTime>
      <iso>2012-10-26T08:20:36.000+00:00</iso>
      <timestamp>1273676351723</timestamp>
    </eventTime>
    <agentID>agt@tc.com</agentID>
    <agentAttribute.name>value</agentAttribute.name>
    <site>123</site>
    <businessUnit>222</businessUnit>
    <agentGroup>ag1</agentGroup>
    <eventType>login|logout|lost|available|busy</eventType>
    <busyReason></busyReason>
  </agentStatusChange>
</agentStatusesChanges>
```

XML Sample

```
"agentStatusChanges": {  
  {  
    "eventTime": {  
      "iso": "2012-10-26T08:20:36.000+00:00",  
      "timestamp": 1273676351723  
    },  
    "agentID": "agt@tc.com",  
    "agentAttribute.name": "John Smith",  
    "site": "123",  
    "businessUnitID": "222",  
    "agentGroupID": "ag1",  
    "eventType": "login|logout|lost|available|busy",  
    "busyReason": "reason1"  
  }  
}
```